

## Volunteer Role Description: Welcomer

As a WELCOMER at the Hub, you will be responsible for making **everyone** who attends the Hub feel welcome, valued and respected.

You will also be responsible for ensuring that our Safe Space Values are being upheld at all times:

- Be considerate and thoughtful of how someone may wish to be treated
- Value everyone who comes to the Hub
- Respect everyone, and creating a welcoming atmosphere
- Work together to provide a great service for the whole community.

Duties:

- Welcoming everyone to the Hub with a smile!
- Directing people to the right service
- Getting everyone signed in
- Encouraging people to take part in the Talking Wall
- Answering the phone and taking messages
- Assisting with data collection
- Assisting with light cleaning duties

The Dunfermline Advice Hub is a charity-sector led project, supported by Fife Council. All Volunteer Welcomers must apply through the Fife Council Volunteer service. Once your application has been processed by Fife Council, we will invite you in for an Induction training session. If you're happy to continue volunteering, we will arrange a regular slot for you, and shadowing for a few weeks until you're confident in the role - this can take as long as you need. After three months, we'll arrange a 1-2-1 meeting to discuss the role and how you're getting on.

If you decide this role is not for you, just let us know, and we'll contact Fife Council to see if there is something else that might be more suitable for you.

**\*\*Please note that the Hub does not have level access at this time.\*\***

Person Specification:

	Essential	Desirable
Confidence to speak to general public	X	
Bubbly, smiley, happy personality	X	
A non-judgemental and helpful attitude	X	
Ability to put people at ease	X	
Good listener	X	
Ability to work on own initiative	X	
Good team player	X	
Understanding of difficulties someone might face in accessing help		X
Interest in social justice, anti-poverty and equality		X

**Thank you for your interest in the Dunfermline Advice Hub, and we look forward to speaking to you soon.**